

## Sample Questions

1. What is 33% of \$9.90?
  - a. \$3.00
  - b. \$3.27
  - c. \$3.30
  - d. None of the above.
  
2.  $\$5.67 + \$0.49 + \$1.24 + \$2.52 =$ 
  - a. \$8.92
  - b. \$9.81
  - c. \$9.92
  - d. None of the above.
  
3. A customer's purchases total \$5.12. The customer gives the cashier \$6.02. How much change is the customer owed?
  - a. \$.80
  - b. \$.98
  - c. \$1.10
  - d. None of the above.
  
4. To complete forms on the store PC:
  - Fill in required fields that are highlighted in bold. Note that all required fields must be completed to advance to the next field, or to save, print, or forward the document.
  - Press tab to move to the next field.
  - Press enter to start a new line in any field.
  - Press escape or backspace to correct errors. All information must be re-entered if you use the escape key.
  - Press F10 (Save) to send a copy of the form to predetermined personnel. You cannot change the distribution list from the store PC.

\*\*\*\*\*

Which of the actions could be completed as described?

- a. Jarvis fills in all of the required fields, but none of the optional fields and saves the document by pressing F10.
- b. Dave presses escape to change a mistyped "b" to "p" and then F10 to save the change.
- c. Peter deletes all information already entered by pressing the backspace key.

- d. Cathy fills in the 1st and 3rd entries of three required fields, while checking on information for the second field.

5. To effectively support product promotions, remember that each week a new product is promoted and offered at a reduced price. Signs from the previous week's promotion should be replaced every Sunday night, with new signs posted prior to the beginning of 1st shift on Monday. Signs must be checked each Wednesday to ensure that they remain securely attached and undamaged.

\*\*\*\*\*

When do new product promotions begin?

- a. Saturday
  - b. Sunday
  - c. Monday
  - d. Wednesday
6. How many times have you quit a job without notice?
- a. Never
  - b. Once or Twice
  - c. Several Times (3 or 4)
  - d. Many Times (More than 4)
  - e. Not Applicable.
7. How many times have you received formal recognition for outstanding performance (e.g., an award, an above average performance rating, a promotion)?
- a. Never
  - b. Once or Twice
  - c. Several Times (3 or 4)
  - d. Many Times (More than 4)
  - e. Not Applicable.
8. How many times have you received a compliment from a customer for outstanding service?
- a. Never
  - b. Once or Twice
  - c. Several Times (3 or 4)
  - d. Many Times (More than 4)
  - e. Not Applicable.
9. I get flustered when I am asked to do many things at once.
- a. Strongly Disagree
  - b. Disagree
  - c. In Between
  - d. Agree
  - e. Strongly Agree

10. Companies that establish policies to monitor employees' honesty do not deserve my trust.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

11. How many times have you arrived late to work/school within the last six months?

- a. Never
- b. Once or Twice
- c. Several Times (3 or 4)
- d. Many Times (More than 4)
- e. Not Applicable.

12. How many times have you changed your personal plans because there was work that needed to be done?

- a. Never
- b. Once or Twice
- c. Several Times (3 or 4)
- d. Many Times (More than 4)
- e. Not Applicable.

13. Customers generally do not notice who helps them.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

14. I like to set my own pace at work.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

15. I rarely make mistakes that are truly my fault.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

16. In the past, it has been difficult for me to get to work on time.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

17. I tend to get more done at work than most of my coworkers.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

18. Customers will continue to shop at the same store out of habit.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

19. It is embarrassing to ask customers for proof of their age.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree

20. Stealing, even a penny, is a sound and just reason for an employer to terminate an employee.

- a. Strongly Disagree
- b. Disagree
- c. In Between
- d. Agree
- e. Strongly Agree